

# **TARIFF and TRANSPORT CONDITIONS for the operation of Vienna Ring Tram**

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## TARIFF AND TRANSPORT CONDITIONS

### A. Scope of the conditions

These tariff and transportation conditions are applicable on all tram rides with Vienna Ring Tram. A ride may only be commenced at Schwedenplatzstation, platform C and ends at the same station. One trip by tram takes approximately 25 minutes.

### B. Exclusion of transportation

1. Excluded from transportation are in particular:
  - a) Persons not observing the provisions of these rules and regulations or persons not following the instructions of Wiener Linien employees regarding the maintenance of the before mentioned rules.
  - b) Persons obviously inconveniencing other passengers or disturbing tram operation or traffic,
  - c) Persons, who are expected to harm themselves or other passengers, or who are expected to contaminate the vehicle due to their external condition or due to their carry-on luggage or carried living animals,
  - d) Persons suffering from a disease that excludes them from transportation on the basis of parameters set out under federal law,
  - e) Persons carrying a loaded firearm, excluding police,
  - f) Unaccompanied children under six years.
2. If the reason for exclusion is only perceived during transportation, the person must leave the vehicle according to instruction of a Wiener Linien employee. In this case, the fare cannot be refunded.

### C. Tickets and fare

1. Tickets for Vienna Ring Tram are sold exclusively by employees of the cooperation partner Vienna Sightseeing Tours and are available directly in the area of the Ring Tram station at Schwedenplatz.
2. Combined tickets from Vienna Sightseeing Hopp on Hopp off buses, Flexi Pass and Vienna Pass are valid for one ride on the Vienna Ring Tram line.
3. Children to the end of their third year of age are transported free of charge when no seat is required for them.

### D. Reimbursement

No refund is provided should a customer not or only partially use a ticket.

### E. Taking the seats

Wiener Linien employees are authorised to assign seats to passengers.

### F. Missing departure, delay, cancellation of trips and interruptions of operation

Missing departure, delayed departure or arrival of a vehicle and interruptions of operation, operational disruptions of any kind and insufficient space do not justify claims for damages, unless the damages were caused by malicious or grossly negligent conduct on the part of Wiener Linien employees.

### G. Passenger behaviour

1. The passengers in the tram have to behave in a manner required by safety and good order of the operation, the consideration for other persons and applicable regulations and other relevant regulations. In the event of a difference of opinion between passengers on the opening or closing of windows or the usage of other facilities for passengers, the passengers are obliged to comply with the instructions of Wiener Linien

employees.

For each ticket, one set of headphones is issued.

In particular, the following activities are prohibited in the facilities and vehicles:

- a) All actions, that obstruct Wiener Linien employees in their work;
  - b) Embarking and disembarking is only permitted in the designated stations on the designated side of the vehicle and when the vehicle stops. When the vehicle stops beyond a designated station, disembarking is permitted only with the express permission of Wiener Linien employees.
  - c) Leaning out of the vehicle or protruding items or throwing out items;
  - d) Standing or kneeling on seats; each passenger has to have a tight grip on something inside the vehicle;
  - e) Smoking;
  - f) Making noise, making music, listening to loud music and the operation of noise producing gadgets;
  - g) All actions and activities, that harass other persons or that could endanger their safety
  - h) The use of bicycles, skateboards, inline skates and similar;
  - i) Consumption of alcoholic beverages;
  - j) Begging;
  - k) Offering or selling goods;
  - l) Misuse of the facilities;
2. Emergencybraking or emergency call mechanisms shall only be used in case of danger for the safety of persons or the vehicle. Wiener Linien are entitled to demand identification from passengers and charge the according fees (section L) in case the emergencybraking or emergency call mechanisms are used contrary to the regulations or in case the before mentioned mechanisms are operated due to the passenger's behaviour contrary to the regulations.
  3. The mounting or distribution of advertising material, flyers, prospectuses and similar are only permitted with expressed approval.
  4. Wiener Linien are entitled to charge fees (section L) in case the smoking prohibition (section 1.e), noise- and music-making prohibition (section 1.f) or selling and distribution prohibition (section 1.k and 3.) are disregarded.
  5. Wiener Linien are entitled to charge cleaning costs (section L) to passengers who contaminate the vehicle.

## **H. Personal identification**

In case the payment of compensation for damages or another fee (section L) is necessary due to the behaviour of a passenger inside the vehicle and the payment is refused, Wiener Linien employees are entitled to determine name and address and if necessary make use of the participation of the police. The passenger is obliged to prove his/her identity.

## **I. Lost and left-behind items**

1. Wiener Linien do not assume any liability for left-behind, forgotten or lost items.
2. Information and handing over of the objects found occur exclusively at the Wiener Linien Lost & Found site (Erdberg subway station).

## **J. Carriage of hand luggage, wheelchairs and baby buggies**

1. The passenger may take with him/her articles which can be handled easily (hand luggage). Those articles have to be stored in a way, that no danger or disturbance can be expected. The following items are excluded from carrying along:  
Items, which are expected to cause damage or inconvenience to other passengers. Dangerous items such as explosive, easily inflammable, corrosive or foul-smelling materials (except of cases as mentioned in section B 1.e).

2. Baby buggies and wheelchairs may only be used on the tram when the technical preconditions are fulfilled and when sufficient space is available.
3. Wiener Linien employees are entitled to check the quality of the pieces of luggage when there are substantial grounds for believing that a reason for exclusion is given. In the event of a reason for exclusion, the passenger is excluded from the trip. The ticket is not refunded.
4. The passenger is obliged to take care of all own items that are brought along.

#### **K. Carriage of dogs**

Only dogs wearing a muzzle and on lead may be taken on the tram. Blind dogs are exempted from the muzzle obligation.

#### **L. Fees**

1. Fee according to section G 3., 4. and 5. \_\_\_\_\_ 50,00 €
2. Fee according to section G 2. \_\_\_\_\_ 93,00 €